# Job Title: Senior Systems Administrator

**Department:** Information and Technology Services

**Immediate** 

**Supervisor:** Technical Services Manager

<b>Origination Date:</b>	02/17/2010
<b>Revision Date:</b>	07/01/2012
Job Grade	608
FLSA Status	Exempt

#### **BRIEF DESCRIPTION OF THE JOB:**

This position is responsible for leading and participating in conceptualizing, designing and testing, implementing, maintaining, securing and proactively managing core voice and data infrastructure and all associated management tools for: server systems, local and wide area network equipment, mass storage, enterprise applications (Active Directory, E-mail, data management solutions; archive and backup, Network Management and Configuration Manager (SMS, SCCM, SCOM),). Position is also responsible for creating and maintaining comprehensive diagrams and supporting documentation for all areas of responsibility including but not limited to network configuration(s), physical and logical data flow, application to hardware dependencies, hardware and software standards, disaster recovery preparedness, and operational governance including standard operating procedures or guidelines.

#### **ESSENTIAL FUNCTIONS:**

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength	
	Code	ESSENTIAL FUNCTIONS
1	S	Assists the Information Technology Manager(s) to devise strategic and tactical solutions required to meet overall business objectives. Recommends technology solutions considering a number of factors including budget, business need, internal capabilities, usability, longevity, integration, and strategic direction.
2	L	Provides consulting, instruction, direction and technical assistance to other departments and divisions as required for architectural design of core management systems as well as application platforms, security, and storage and/or backup related objectives. Interfaces with users, consultants, technical teams and vendors for maximum guidance in determining the most appropriate selection of technologies.
3	S	Provides system administration, analysis, design and functions for all server systems, mass storage systems; tape and disk, enterprise applications (E-mail, Configuration Manager, data management systems, AD).
4	S	Creates and maintains comprehensive diagrams and supporting documentation for all areas of responsibility including, but not limited to, network configuration(s), physical and logical data flow, application to hardware dependencies, hardware and software standards, disaster recovery preparedness, and operational governance including standard operating procedures or guidelines.

	Physical Strength	EGGENETA I ETINICETONIC
	Code	ESSENTIAL FUNCTIONS
5	S	Identifies improvement opportunities. Examples include but not limited to tools, processes, procedures, installation, configuration and troubleshooting techniques. Develops documentation, checklists and auditing tools, and processes for communicating appropriate support information to others as necessary. Provides training as appropriate.
6	S	Works independently and consults with peers and management team before deciding on
		final solution.
7	S	Adheres to and participates in established governance parameters such as change management procedures and schedules including indentifying and communicating with stakeholders prior to implementation.
8	S	Manages crisis and incidents and provides on call support during non-business hours daily and/or as needed.

### **JOB REQUIREMENTS:**

	JOB REQUIREMENTS
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Minimum of five years experience in a related field.
Certifications and Other Requirements	Valid Driver's License. Ability to meet the criminal background regulations mandated by the FBI CJIS Security Policy. Must possess two of the following or similar certifications:  MCSE – Microsoft Certified Systems Engineer  MCP – Microsoft Certified Professional  CCNA – Cisco Certified Network Administrator  FNCNE – Foundry Networks Certified Network Engineer  FNP – Foundry Networks Certified Professional  Comp TIA (A+, Network+, Server+, or Security+)
Reading	Work requires the ability to read technical manuals, troubleshooting guides, detailed diagrams, installation and configuration guides.
Math	Work requires the ability to perform general match calculations such as addition, subtraction, multiplication, division, and evaluate statistical information.
Writing	Work requires the ability to write memos, instruction documents, maintenance and troubleshooting documents, spreadsheets, and forms.
Managerial	Complex - Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Policy / Decision Making	Moderate - The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Projects and daily work are managed with little oversight, however special assignments and significant work products may be reviewed upon completion. Typically positions in this category are supervisor to mid-management jobs.
Budget Responsibility	Moderate – Oversees budget preparation of a program budget. Reviews and approves expenditures of significant budgeted funds for the department or does research and prepares recommendations for city-wide budget expenditures.
Technical Skills	Comprehensive Application - Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs, solutions for highly complex issues, and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.

	JOB REQUIREMENTS
Interpersonal / Human Relations Skills	Moderate – Interactions at this level usually impact the implementation of policies. Contacts may involve interpretation of how policies are implemented and may require discussion and the support of controversial positions or the negotiation of sensitive issues or important presentations. During interactions on policy implementation, contacts may also involve stressful, negative interactions requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

## **Physical Demands**

**Frequency Code Scale** 

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From $1/3$ to $2/3$ of the time	2/3 or more of the time

Physical	Frequency Code	Description:	Physical	Frequency Code	Description:
Demand	(Mark only one)	(Check all that apply)	Demand	(Mark only one)	(Check all that apply)
Standing	□ N □ R ⊠ O □ F □ C	☑ Making presentations     ☑ Observing work site     ☑ Observing work duties     ☑ Communicating with     co-workers	Pushing/ Pulling	□ N ⊠ R □ O □ F □ C	<ul><li>☑ File drawers</li><li>☑ Equipment</li><li>☑ Tables and chairs</li><li>☐ Hoses</li></ul>
Fine Dexterity	□ N □ R □ O □ F ⊠ C	<ul><li>☑ Computer keyboard</li><li>☑ Telephone keypad</li><li>☑ Calculator</li><li>☐ Calibrating equipment</li></ul>	Climbing	□ N □ R □ O □ F □ C	⊠ Stairs     □ Ladders     □ Step stools     □ Onto equipment
Walking	□ N □ R ⊠ O □ F □ C	<ul><li>☑ To other departments/offices</li><li>☑ Around work site</li></ul>	Vision	□ N □ R □ O □ F ☑ C	<ul><li>☒ Reading</li><li>☒ Computer screen</li><li>☒ Driving</li><li>☒ Observing work site</li></ul>
Lifting	□ N ⊠ R □ O □ F □ C	⊠ Supplies     ⊠ Equipment     ⊠ Files	Foot Controls	□ N ⊠ R □ O □ F □ C	<ul><li>☑ Driving</li><li>☐ Operating heavy equipment</li><li>☐ Operating Dictaphone</li></ul>
Carrying	□ N ⊠ R □ O □ F □ C	⊠ Supplies ⊠ Equipment ⊠ Files	Balancing	□ N ⊠ R □ O □ F □ C	<ul><li>☑ On ladders</li><li>☐ On equipment</li><li>☑ On step stools</li></ul>
Sitting	□ N □ R □ O □ F ⊠ C	☑ Desk work ☑ Meetings ☑ Driving	Bending	□ N ⊠ R □ O □ F □ C	<ul><li>☒ Filing in lower drawers</li><li>☒ Retrieving items from lower shelves/ground</li><li>☒ Making repairs</li></ul>
Reaching	□ N ⊠ R □ O □ F □ C	<ul><li>☒ For supplies</li><li>☒ For files</li></ul>	Crouching	□ N □ R □ O □ F □ C	<ul><li>☒ Filing in lower drawers</li><li>☒ Retrieving items from lower shelves/ground</li></ul>
Handling	□ N □ R ⊠ O □ F □ C	☑ Paperwork ☐ Monies	Hearing	□ N □ R □ O □ F ☑ C	<ul><li>☑ Communicating via telephone/radio, to co-workers/public</li><li>☐ Listening to equipment</li></ul>
Kneeling	□ N ⊠ R □ O □ F □ C	<ul><li>☒ Filing in lower drawers</li><li>☒ Retrieving items from lower shelves/ground</li></ul>	Twisting	□ N 図 R □ O □ F □ C	<ul><li>☒ From computer to telephone</li><li>☒ Getting inside vehicle</li></ul>
Crawling	□ N ⊠ R □ O □ F □ C	<ul><li>☑ Under equipment</li><li>☐ Inside attics/pipes/ditches</li></ul>	Talking	□ N □ R □ O □ F ⊠ C	☑ Communicating via telephone/radio, to co-workers/public
Other		(Explain)			

<b>Physical Demands (continue</b>	ed)							
Machines, Tools, Equipmen								
Desk phone, cell phone/PDA, automob	ile, fax machine,	, copy machine	, 10-key					
_								
Computer Equipment and S	Software							
Computer Equipment and S Computer with various software (e-mai		and processing	r enrandshae	te presentation	projec	t managamant	flow	
charting/visio, HTE – Naviline for pure	_	-	g, spreausnee	is, presentation	, projec	t management	, HOW	
charting, visio, 1112 Paviline for pure	masing), printers	•						
Environmental Factors:  Environmental Condition	200	Never	Cassanal	ly Several 7	Fimas	Several Ti	mag	Doily
Environmental Condition	DIIS	Never	Seasonal	Per Mo		Per Wee		Daily
Extreme temperature				_				
(heat, cold, extreme temp. changes fi	rom outside	X						
Wetness and/or humidity		×						П
(bodily discomfort from moisture)						Ш		Ш
Respiratory hazards (fumes, gases, chemicals, dust and d	irt)	X						
Noise and vibration		X						
(sufficient to cause hearing loss)								
Physical hazards (high voltage, dangerous machinery	aggressive	×						
prisoners, patients – <u>not customers</u> )	, 4551033140							_
Health and Safety Condition	16.							
Health and Safety Conditions	N = Never	R = Rarel	y O=	Occasionally	F=	Frequently	C =	Constantly
	Never	Less than		or more of		m 1/3 to 2/3	2/3	or more of
	occurs	hour per we	eek	the time	O	f the time	1	the time
Mechanical hazards	⊠							
Chemical hazards								
Electrical hazards		×						
Fire hazards								
Explosives  Communicable diseases					1			
Physical danger or abuse	X							
Other (specify)								
Primary Work Location:								
☑ Office Environment								
☐ Warehouse								
Shop								
☐ Vehicle	1.0							
☐ Recreation Centers/Neighborhoo	od Centers							
☐ Outdoors ☐ Other (Specify)								
— Onici (Specify)								
Protective Equipment Requ	ired:							
N/A								

### **Job Demands**

### **Overall Strength Demands:**

Overall Strength Demands				
☐ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.			
⊠ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.			
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.			
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.			
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.			

## **Non-physical Demands:**

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	×			
Emergency Situations		×		
Frequent Change of Tasks	×			
Irregular Schedule/Overtime		×		
Performing Multiple Tasks Simultaneously	×			
Working Closely with Others as Part of a Team	X			
Tedious or Exacting Work			$\boxtimes$	
Noisy/Distracting Environment		×		
Other (Describe below.)				

#### **EXPECTED BEHAVIOR:**

### **Staff – Expected Behavior**

The employee is expected to embrace, support, and promote the City's values, beliefs, and culture Which include but are not limited to the following:

- Be positive. Do not participate in gossip
- Maintain confidentiality
- Walk the talk uphold and live the Goodyear culture
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines
- Support a learning culture
- Be on time for all meetings
- Create and implement ethical standards for your worksite
- Be fiscally responsible
- Support the City's values and mission
- Let common sense prevail
- Be visionary anticipate issues
- Support organizational change
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand City policies and procedures, make rational decisions/recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and everyone's responsibility. Make it a critical part of the day to day operations.
- Foster teamwork and actively participate on teams and in City activities
- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

#### **SIGNATURES—REVIEW AND COMMENT:**

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Director	Signature of Department Director	Date
	Signature of City Manager	Date
omments:		

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.